



Platinum Customer Charter.

OUR COMMITMENT TO YOU

YOUR LOCAL AGENT COVERING SURREY, HAMPSHIRE AND BERKSHIRE

Discover what sets us apart.

**WE AIM TO EXCEED THE HIGHEST STANDARDS
IN ALL WE DO AND COLLABORATE WITH YOU
TO MEET YOUR NEEDS.**



Building long-lasting and meaningful relationships:

Personally understand your needs and values.
Share expertise transparently.
Earn your trust with exceptional efforts.

Delivering exceptional customer service:

Keep promises promptly and communicate transparently.
Stay connected via your preferred channels.
Explain processes clearly without jargon.
Go the extra mile, exceeding expectations.

Offering value for money:

- Clearly outline costs.
- Fair fees based on services.
- Regularly benchmark for competitiveness.
- Add extra value through experience.

Safeguarding our customers:

- Take your well-being seriously.
- Handle personal data responsibly.
- Maintain confidentiality.
- Ensure professional team qualifications.
- Follow legal requirements through a compliance team.
- Uphold a comprehensive safety checklist.

Providing access to people and information:

- Be open and approachable.
- Offer accurate market insights.
- Facilitate alerts for new properties.
- Support diverse language needs.
- Ensure website accessibility.
- Facilitate online property management through My Platinum Homes.

Respecting equality, diversity, and inclusion:

Value every individual, embracing diversity.
Provide equal access to services.
Celebrate diversity's value.
Adhere to equality legislation.
Work only with aligned contractors and suppliers.

Encouraging and welcoming feedback:

Regularly seek your feedback.
Welcome and value all comments.
Learn and improve from feedback.
Take responsibility and resolve issues collaboratively.

Making the most of our network:

Offer a clear overview of our business scope.
Simplify tapping into our global network.
Introduce you personally to the best resources.
Constantly seek ways to add value.

**FOR ANY COMMENTS ON OUR COMMITMENT OR PERFORMANCE,
REACH OUT TO US AT info@platinumhomesbybridges.com**